

City of Chattanooga, TN
Personnel Class Specification

Class code 0999

FLSA: Exempt

CLASSIFICATION TITLE: TECHNOLOGY MANAGER

PURPOSE OF CLASSIFICATION

The purpose of this classification is to manage operations and activities of the Fire Department's Information Systems Division

ESSENTIAL FUNCTIONS

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining and completing employee performance appraisals.

Coordinates daily work activities; organizes, prioritizes, and assigns work; monitors status of work in progress and inspects completed work; consults with assigned staff, assists with complex/problem situations, and provides technical expertise.

Ensures departmental compliance with all applicable laws, rules, regulations, standards, policies and procedures; initiates any actions necessary to correct deviations or violations.

Consults with the Fire Chief, command personnel, division/department managers, consultants, and other officials to review operations/activities, review/resolve problems, receive advice/direction, and provide recommendations.

Manages the Fire Department's computer network of personal computers, laptop computers, mobile laptop computers, printers, terminals, printers, servers, scanners, application software, local/wide area networks, wireless systems, and related components.

Conducts planning, development, and implementation of computer system projects; assists managers in decision-making process prior to, during, and after implementation.

Supervises development of Information Systems guidelines, standards, policies and procedures; establishes and enforces guidelines pertaining to information security and integrity; maintains compliance with established standards and procedures.

Develops and implements long and short term strategic plans, goals, and objectives for the division.

Supervises installation and configuration of technical solutions; supervises diagnosis of malfunctions and maintenance/repair of equipment.

Provides technical support for satellite sites; coordinates support services with City of Chattanooga's Information Systems Division; provides support for client/server network; responds to requests for service.

Develops, implements, supervises, and/or conducts training programs for information system users.

Designs and monitors the preparation, flow, entry, and storage of initial/supplemental incident reports.

Oversees preparation, analysis, and distribution of all required federal, state, and local reports.

Provides budgetary input pertaining to information systems equipment, requirements, and requests; assists with development of long and short term plans, goals, and objectives.

Prepares Requests For Proposal (RFPs), functional specifications, equipment specifications, and bid documents for computer hardware and software equipment/services; researches new technologies; reviews/evaluates bid proposals; makes purchasing recommendations and/or approves purchases.

Prepares or completes various forms, reports, correspondence, e-mail messages, activity reports, goals, objectives, budget projections, workload analyses, performance appraisals, technical systems reports, progress reports, system checks, hardware/software evaluations/recommendations, technical specifications, bid documents, research documents, or other documents.

Receives various forms, reports, correspondence, e-mail messages, time/attendance records, network diagrams, software/hardware reports, status reports, support requests, report requests, bid documents, system documentation, program documentation, publications, catalogs, manuals, directories, reference materials, regulations, policies, procedures, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Maintains logs and documentation of system operations, activities, modifications, maintenance, procedures, and other activities.

Maintains inventory of department equipment, components, parts, tools, and supplies; ensures availability of adequate materials to conduct work activities; initiates orders for new/replacement materials.

Maintains a working knowledge of a variety of computer operating systems, programming languages, and software programs, which may include word processing, spreadsheet, database, networking, records management system,

computer aided dispatch, geographic information systems (GIS), e-mail, Internet, or other programs.

Maintains an understanding of the functions and documentation of the fire department to provide necessary training/support for computer systems, programs, and functions.

Communicates with supervisor, managers, employees, other departments, emergency services agencies, system users, vendors, sales representatives, technical service providers, the public, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, resolve problems, or give/receive advice/direction.

Attends various meetings as needed.

Maintains a comprehensive, current knowledge of applicable laws/regulations; maintains an awareness of new technologies, programs, equipment, trends, and advances in the profession; reads professional manuals and publications to increase knowledge of computer operations; reviews technical manuals, documentation, and publications; attends workshops, seminars, and training sessions as appropriate.

ADDITIONAL FUNCTIONS

Performs general/clerical tasks, which may include performing minor equipment repair, answering telephone calls, typing documents, making copies, sending/receiving faxes, or filing documentation.

Provides assistance to other employees, divisions, or departments as needed.

Responds to incoming calls and pages during off-duty hours as needed.

Performs other related duties as required.

MINIMUM QUALIFICATIONS

Bachelor's degree in Information Systems, Computer Technology, or closely related field; supplemented by five (5) years previous experience and/or training that includes progressively responsible information systems management, networking administration, computer programming, computer systems administration, technical support, telecommunications, and supervision; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to apply principles of persuasion and/or influence over others in coordinating activities of a project, program, or designated area of responsibility. Requires the ability to perform in a supervisory capacity over subordinate supervisors.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate and control the actions of equipment, machinery, tools and/or materials requiring complex and rapid adjustments.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, profit and loss, ratio and proportion; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as dust, odors, machinery, or electric currents.

Chattanooga, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Last Edited: July 2004